



**Frederick County
Government
Frederick, Maryland**

News Release

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BURFORD TO RETIRE FROM TRANSIT SERVICES DIVISION

FREDERICK, MD – The Frederick Board of County Commissioners today announced that Director Sherry Burford will retire after 19 years of service with the [TransIT Services Division](#), effective September 30.

Upon notifying the board of her retirement, Ms. Burford said, “It has been an honor to lead the team of dedicated county employees who demonstrate their commitment every day to the citizens of Frederick County. I am confident they will continue to excel in providing quality community transportation services.”

Ms. Burford was hired as director of TransIT Services of Frederick County in 1993 to oversee the consolidation of The City of Frederick and county public transportation systems. Since then, community transportation services have grown from three to nine bus routes; three to six shuttle routes; and now includes countywide paratransit for senior citizens and people with disabilities. The fleet went from 19 to 55 vehicles.

During her tenure, annual system ridership more than tripled to nearly 910,000 passenger trips in FY2012. TransIT administration, operations and maintenance moved to a new \$2.4 million facility in 1998 that was 90 percent funded by federal and state grants; the county share was 10 percent. The new facility improved operating efficiency by consolidating TransIT maintenance, operations and administrative functions, which were located in three separate facilities and maintenance of the 30-foot transit buses at a city facility.

Board Vice President C. Paul Smith, who serves as liaison to the Transportation Services Advisory Council, commented, “We commend Sherry for her many years of dedication to the citizens of Frederick County and for building an award-winning team of transportation professionals. Due to her strong management skills, TransIT has provided a valuable public service to keep people employed and productive, and allows our residents to have access to jobs, medical facilities, schools, shopping and other essential services. We commend her for her service and wish her the best in her future endeavors.”

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Highlights of Ms. Burford's achievements at TransIT include: installation of bus stop signs, bike racks on buses and bus wash equipment with a water reclamation system; introduction of the new Connector Route system, providing opportunities for safe passenger transfers at the downtown Transit Center (MARC station) on East Street; implementation of the peak-hour service on Connector Routes; installation of call center and dispatch scheduling software to improve paratransit customer service and productivity; expansion of the Walkersville Shuttle; development of TransIT-friendly Design Guidelines; addition of the Google Transit Trip Planner to the website, and other customer service enhancements.

Recent achievements include the 2012 redesign of the Connector Route system to provide bi-directional travel options that reduced travel times and increased passenger convenience. Ms. Burford also implemented cost reduction measures and revenue enhancements to achieve up to a 30 percent reduction in the county share of the TransIT budget as requested by the Board of County Commissioners as part of their county-wide efforts to reduce costs and improve efficiencies.

TransIT is recognized as a model in community transportation by the variety and excellence of the services it operates in a diverse and rapidly growing community. TransIT has received numerous awards and recognition by federal, state and regional organizations. Since 1994, TransIT has been recognized by the Transportation Association of Maryland (TAM) eight times as the "Best in Maryland." In 2007, the Federal Transit Administration recognized TransIT for "Success in Enhancing Ridership" due to the significant ridership increase as a result of the peak-hour Connector bus service.

TransIT drivers are routinely recognized by TAM for their dedication, outstanding safety and customer service. The Maryland Department of Transportation/Maryland Transit Administration routinely refers locally-operated transit professionals to TransIT for assistance.

For additional information, contact County Manager David Dunn at 301-600-3190 or via e-mail at ddunn@FrederickCountyMD.gov.

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